

Summaries of Regional Center CADDIS User Training Plans

The following summaries were provided by Regional Center (RC) CADDIS Training Coordinators. Note: these plans were based on the old training schedule. Some plans may be changed once the new schedule is approved. For more information about a particular RC's training plan or ideas, contact the CADDIS Training Coordinator for that RC (see 'Contacts' on the Project web site).

Alta California

- They have charted training sessions and developed a training schedule.
- All CCTs will be supervisors. They will then train the rest of the supervisors to be trainers, so they in turn can train their staff.
- They think supervisors should know the system so they can provide direct support to staff.
- Supervisors are paired up and have selected slots from a pre-determined schedule for training their staff.
- They will conduct 4 half-day classes, with one group of students attending 4 morning classes and a different group attending 4 afternoon classes. This allows them to spend part of their day taking care of business and hopefully reduce "information overload" experienced in the last few hours of a full day class.

Far Northern

- The original plan allowed 5 weeks after CCT Training.
- 4 half-days were scheduled for training Exec staff during week 1.
- 5 half-days were scheduled for System Admin and IT training during week 2.
- Training rooms were scheduled to be set up during that initial two weeks as well (two rooms in the Redding office and one in the Chico office).
- They planned two weeks to train Case Management staff using two trainers per class in each of their two main offices.
- Classes were scheduled for 3.5 hours for five consecutive days.
- QA, Resource, Trust, POS, and Fiscal Admin were scheduled in smaller sessions to be instructed by their supervisors, who were CCTs over the three weeks prior to Go Live.
- The last week prior to Go Live had two 3.5 hour sessions scheduled each day in both offices to provide refresher training and to answer questions raised during sandbox sessions prior to Go Live.

- They also set up a CADDIS Intranet site to provide scheduling information, FAQs, and motivational materials (games, cartoons, etc.)

North Bay

- The CCTs will train “coaches” back at NBRC. The coaches are from a wide range of positions.
- All CCTs and coaches are self-selected and very positive.
- CCTs will return to NBRC and train the coaches for 2 days.
- North Bay has limited computer training space (enough for 15 computers).
- All teams will rotate through a 3.5 hour training session, focused on learning to navigate the system and an overview of CADDIS.
- The Santa Rosa office will travel to the computer training site in Napa.
- The Navigation/Overview will be taught by a CCT and a coach who is a member of the team.
- The coach will then conduct individual training for the unit, as needed.
- The computer training site will remain available for make up training and practice.

San Gabriel/Pomona (NEW)

- They have set aside 40 computers for training.
- Two rooms for 12 trainees a piece, one room for 8 trainees and one room for 4 trainees, plus an instructor computer in each room.
- The two larger rooms have large drop down screens so that the screen shots can be easily displayed.
- 14 CCTs will be training the majority of staff. About half are service coordinators and the other half are supervisory level staff.
- The trainers are representatives from all of the various case management specialties SG/PRC has: residential (community care and health care), Early Start, Intake, Adult In-Home, Transition In-home and Children Services In-Home.
- The Consumer module CCTs will conduct two eight-hour days for each case management unit. These trainers will provide training for a minimum of two units (or a total of four days)
- Other CCTs will provide training to fiscal and other support staff.
- Every SG/PRC employee will receive at least an orientation and introduction to navigation for CADDIS.
- [User Training Schedule](#)

Valley Mountain (also in Lessons Learned-Pilot CADDIS User Training)

- They will conduct case management training by teams.
- It is very important to have 2 CCTs at each training session. One can teach and the other can help students.
- They do not spend an entire half-day on Fundamentals. Most of the time is spent on Navigation. Most people become very comfortable with the system in a short amount of time.
- They print manuals out by function (certain modules for certain functions).
- For Ad Hoc training, at least one rep from each department is attending.
- Case Management training is taking 2 days, Clerical is taking 4 hours, Clinical teams take about 4 hours.
- Before training, the consumer info has to be pre-populated. Factor in some prep time before you can start training.
- After user training, supervisors are requiring their staff to spend 2-3 hours/week practicing in the CADDIS Sandbox.

USER TRAINING SCHEDULE – SAN GABRIEL/POMONA

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<u>Dates TBD</u> Assembly Room ➤ Mtg Room 1 ➤ Mtg Room 3 ➤ Mtg Room 4 ➤	Early Int-I	Early Int-I	Early Int-II	Early Int-II	1/2 PM-Track 2
	Family Svs-I	Family Svs-I	Family Svs-II	Family Svs-II	Sandbox
	POS	POS/Revenue	Revenue	Exec/Admin Asst	"
	Data Entry	Medicaid Waiver	Sandbox	PR/Com Org	"
<u>Dates TBD</u> Assembly Room ➤ Mtg Room 1 ➤ Mtg Room 3 ➤ Mtg Room 4 ➤	Transition-I	Transition-I	Adult Svs-I	Adult Svs-I	1/2 PM-Track 1
	Family Svs-III	Family Svs-III	Executive/Division Dirs.	Ad Hoc Report Writing	Sandbox
	Adult Svs-II	Adult Svs-II	Adult Svs-IV	Adult Svs-IV	"
	Fiscal Monitors	Operations/Purchasing	Accounting	Transportation	"
<u>Dates TBD</u> Assembly Room ➤ Mtg Room 1 ➤ Mtg Room 3 ➤ Mtg Room 4 ➤	Transition-II	Transition-II	Residential-III	Residential-III	Sandbox
	Health Fac/RS. IV	Health Fac/RS IV	Adult-III	Adult-III	"
	Appeals/SIRs/Case Transfers	Sandbox	Central Files, Imaging	Central Files, Imaging	"
	Office Services	Office Services	Clinical/Consultants	Clinical/Consultants	
<u>Dates TBD</u> Assembly Room ➤ Mtg Room 1 ➤ Mtg Room 3 ➤ Mtg Room 4 ➤	Residential-I	Residential-I	Consumer-Make Up Session	Consumer-Make Up	Sandbox
	Residential-II	Residential-II	Sandbox	Sandbox	"
	Intake	Intake	Word Processing	Word Processing	"
	Clinical/Consultants	Human Resources	Sandbox	Sandbox	